

Program C: Operational Support**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-419 Public Safety Services - Office of State Police
 PROGRAM ID: Program C: Operational Support

1. (SUPPORTING) Through the Accreditation Unit of the Louisiana State Police, to comply with 50% of the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards.

Strategic Link: This objective relates to Strategic Objective I.1: *To become Commission on Accreditation for Law Enforcement Agencies accredited by June 30, 2004.*

Louisiana: Vision 2020 Link: This objective indirectly contributes to Vision 2020 Objective 3.3: *To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Commission on Accreditation for Law Enforcement Agencies has established a body of standards designed to increase a law enforcement agency's capability to prevent and control crime; increase agency effectiveness and efficiency in the delivery of law enforcement services; increase cooperation and coordination with other law enforcement agencies; increase citizen and employee confidence in the goals, objectives, policies, and practices of the agency. There are 443 standards that reflect the best professional requirements and practices for law enforcement agency.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD	ACTUAL YEAREND PERFORMANCE	ACT 12 PERFORMANCE STANDARD	EXISTING PERFORMANCE STANDARD	AT CONTINUATION BUDGET LEVEL	AT RECOMMENDED BUDGET LEVEL
		FY 2000-2001	FY 2000-2001	FY 2001-2002	FY 2001-2002	FY 2002-2003	FY 2002-2003
S	Number of applicable CALEA standards	Not Applicable ¹	Not Available ¹	Not Applicable ¹	443 ¹	443	443
S	Number of applicable CALEA standards with which State Police is in compliance	Not Applicable ¹	Not Available ¹	Not Applicable ¹	Not Available ¹	222	222
S	Percentage of CALEA standards with which State Police is in compliance	Not Applicable ¹	Not Available ¹	Not Applicable ¹	Not Available ¹	50%	50%

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 and FY 2001-2002. The accreditation initiative begins with FY 2002-2003.

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2. (KEY) Through the Bureau of Criminal Identification and Information, to electronically collect 91% of all submitted criminal bookings by June 30, 2003.

Strategic Link: This operational objective relates to Strategic Objective I.3: *The Bureau of Criminal Identification and Information will, by electronic means through the Automated Fingerprint Identification System (AFIS) collect 95% of all submitted criminal bookings, by fiscal year 2004-2005.*

Louisiana: Vision 2020 Link: This objective indirectly contributes to Vision 2020 Objective 3.3: *To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The purpose of this objective is to monitor the use of the AFIS system as compared to the use of manual fingerprint card submissions. The Bureau of Criminal Identification and Information provides technical management and oversight of AFIS. AFIS provides electronic booking capability to all agencies in Louisiana. Agencies are statutorily required to forward booking information within 72 hours to the bureau.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of criminal fingerprint cards received ¹	27,000	30,784	30,000 ¹	30,000 ¹	30,000	30,000
K	Number of criminal bookings processed on Automated Fingerprint Identification System (AFIS) ²	300,000	277,924	300,000 ²	300,000 ²	300,000	300,000
K	Percentage of criminal bookings processed on AFIS	Not Applicable ³	90%	Not Applicable ³	91%	91%	91%

¹ This performance indicator was formerly reported as "Number of criminal fingerprint cards received by criminal records" and "Number of fingerprint cards added to AFIS." The indicator name has been modified but what the indicator measures and how the measurement is calculated has not changed. As of December 31, 2001, the department had received 12,371 criminal fingerprint cards, 27.5% less than anticipated. The department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that, although this indicator is beyond the control of the department, agency personnel losses had contributed to this decline.

² This performance indicator was formerly reported as "Number of AFIS bookings added to the system." The indicator name has been modified but what the indicator measures and how the measurement is calculated has not changed. As of December 31, 2001, 140,692 criminal bookings were processed on AFIS. The department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that This number is outside the control of the reporting agency and is controlled by crime rate and apprehension rate of criminal justice agencies

³ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and does not have performance standards for FY 2000-2001 and FY 2001-2002. The value shown for existing performance standard is not a performance standard but a calculation based on a comparison of the total number of criminal bookings and the number of criminal bookings process on AFIS.

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GENERAL PERFORMANCE INFORMATION: BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION, CRIMINAL RECORDS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of criminal cards received	112,082	39,665	40,514	32,418	30,784
Number of criminal cards processed	112,762	112,454	40,279	18,241	13,932

DEPARTMENT ID: Department of Public Safety and Corrections
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3. (KEY) Through the Crime Laboratory, to maintain those criteria necessary to retain American Society of Crime Lab Directors/Laboratory (ASCLD/LAB) accreditation and significantly improve laboratory operations by maintaining an internal Quality Assurance Unit.

Strategic Link: This objective partially accomplishes Strategic Objective III.1: *The Crime Laboratory will maintain American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB) accreditation to significantly improve laboratory operations through June 30, 2006.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: All accreditation criteria are established by the American Society of Crime Lab Directors/Laboratory (ASCLD/LAB). The ASCLD/LAB has issued a Laboratory Accreditation Board Manual containing hundreds of standards that fall within the three assigned criteria. If a laboratory fails to meet any one category that laboratory does not receive accreditation and has one year to make the necessary adjustments for accreditation. The internal Quality Assurance Unit is a quality assurance mechanism for continued accreditation, and performing annual internal quality assurance audits into the administration and operations of the forensic laboratory.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of ASCLD/LAB essential criteria met ¹	100%	100%	90%	90%	100%	100%
K	Percentage of ASCLD/LAB important criteria met ²	80%	87%	65%	65%	75%	75%
K	Percentage of ASCLD/LAB desirable criteria met ³	50%	95%	50%	50%	50%	50%
S	Number of internal audits conducted	12	15 ⁴	5	5	12	12

¹ Essential criteria are those standards which directly affect and have a fundamental impact in the work product of the laboratory or the integrity of the evidence. A laboratory must achieve not less than 100% of the essential criteria for accreditation.

² Important criteria are standards which are considered to be key indicators of the overall quality of the laboratory but may not directly affect the work product or the integrity of the evidence. A laboratory must meet 70% of the important criteria for accreditation.

³ Desirable criteria are the standards that have the least affect on the work product or the integrity of the evidence but which nevertheless enhance the professionalism of the laboratory. A laboratory must meet at least 50% of the desirable criteria for accreditation. Based on laboratory audits, these are the percentages required to maintain ASCLD/LAB accreditation. The laboratory's performing at a better standard than required for accreditation.

⁴ The lab dedicated other resources to this activity to ensure that the ASCLD/LAB criteria were being met.

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4. (KEY) Through the Crime Laboratory, to maintain an 80% analysis rate for all crime lab requests in FY 2002-2003.

Strategic Link: This objective partially accomplishes Strategic Objective III.2: *The Crime Laboratory will utilize Justice Trax to ensure accountability of evidence and scientific analysis by June 30, 2003.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Total number of lab requests for analysis	12,790	12,765	14,600 ¹	14,600 ¹	13,000 ¹	13,000 ¹
K	Total number of lab requests analyzed	8,872	10,332 ²	8,872 ¹	8,872 ¹	10,500 ¹	10,500 ¹
K	Percentage of lab requests analyzed	72%	81% ²	61% ¹	61% ¹	80% ¹	80% ¹
S	Percentage of work completed for other agencies	68%	79% ²	68% ¹	68% ¹	80% ¹	80% ¹
S	Number of agencies on pre-log	5	1 ³	5 ³	5 ³	5 ³	5 ³

¹ Act 12 performance standards are based on BA-7 adjustment made in FY 2000-2001. Continuation values and proposed performance standards are based on the prior year actuals, which were better than anticipated.

² A reduction in training time of new personnel increased the production and output of the unit.

³ Justice Trax will be installing new software in its system. The Crime Lab was requested not to enter any new information into the system until the upgrade is complete.

See the General Performance Indicator Table that follows this objective for more information on the Crime Laboratory.

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GENERAL PERFORMANCE INFORMATION: CRIME LABORATORY					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Total number of lab requests for analysis	12,269	14,039	13,489	13,758	12,765
Number of narcotics requests for analysis	8,446	8,413	7,242	7,537	7,395
Number of physical evidence requests for analysis	1,263	1,835	1,904	2,041	2,073
Number of toxicology requests for analysis	2,560	3,791	4,343	4,180	3,297
Total number of lab requests analyzed	Not Available	13,337	12,845	10,373	10,332
Percentage of lab requests analyzed	Not Available	95%	80%	75%	81%
Percentage of work completed for other agencies	77%	82%	75%	75%	79%
Number of latent cases received	1,780	1,789	1,521	1,392	1,276
Number of latent cases checked	1,501	2,052	1,274	1,023	1,271

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5. (KEY) Through the Crime Laboratory, to continue implementation of the Combined DNA Indexing System (CODIS) in order to comply with the 1997 state data banking law.

Strategic Link: This objective related to Strategic Goal III.4: *Implement the DNA Detection of Sexual and Violent Offenders Act by complying with the 1997 state data banking law.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Forensic DNA testing is the identification and evaluation of biological evidence in criminal matters using DNA technology. As a result of DNA testing, a profile is developed and then checked against the state database and CODIS at the national level. This program will serve as a tool for identifying the perpetrators of crime. The State Police Crime Laboratory will coordinate the collection, testing, data management, and public relations required to provide the state with a useful DNA data bank.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of CODIS DNA samples collected	Not Applicable ¹	Not Applicable ¹	Not Applicable ¹	2,000 ¹	12,000 ³	12,000 ³
K	Number of samples entered into CODIS	Not Applicable ²	Not Applicable ²	700	700 ²	11,000 ³	11,000 ³
S	Backlog of cases to be entered into CODIS	Not Applicable ²	Not Applicable ²	0	0 ²	1,000 ³	1,000 ³

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 or FY 2001-2002. CODIS is a new initiative for FY 2001-2002.; it therefore has no FY 2000-2001 information. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

² This was a new performance indicator in FY 2001-2002. It did not appear under Act 11 of 2000 and has no performance standard for FY 2000-2001. CODIS is a new initiative for FY 2001-2002.

³ The number of samples collected and the number of samples entered into CODIS are not proportionally related. Due to the number of people currently incarcerated that must be DNA profiled, the department predicts that it will experience an immediate backlog of cases.

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GENERAL PERFORMANCE INFORMATION: OTHER OPERATIONAL SUPPORT ACTIVITIES					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Traffic Records					
Number of crash reports received	36,313	35,506	38,382	35,533	34,362
Number of crash reports sold	37,680	46,849	84,820	41,153	36,007
Concealed Handgun Permits					
Number of applications received	6,133	3,181	2,236	1,754	1,453
Number of permits issued	6,100	908	2,345	1,724	1,288
Number of permits denied	33	80	92	56	43
Number of permits revoked	2	11	20	11	17
Number of permits suspended	5	24	26	24	25
Number of denials reviewed	12	24	7	3	7
Applied Technology					
Number of 40-hour intoxilyzer classes	17	19	23	20	16
Number of students (intoxilyzer classes)	448	526	684	597	490
Number of 4-hour intoxilyzer recertification classes	120	125	120	117	114
Number of students (recertification classes)	1,424	1,611	1,343	1,532	1,878
Number of instruments certified	707	641	728	777	780
Number of intoxilyzers repaired in laboratory	302	335	286	319	264
Number of other equipment repairs	76	70	71	54	72
Air Support					
Number of hours flown	1,415	2,029	3,305	3,273	2,769
Number of fixed wing aircraft	3	5	5	6	6
Number of helicopters	4	7	7	7	7

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6. (KEY) Through the Bureau of Criminal Identification and Information, to process 34% of the requests to update criminal history information and make the information electronically available.

Strategic Link: This operational objective relates to Strategic Objective I.10: Through the Bureau of Criminal Identification and Information, by fiscal year 2004-2005, to process 95% of the requests received to update criminal history information and to make the information electronically available.

Louisiana: Vision 2020 Link: This objective indirectly contributes to Vision 2020 Objective 3.3: To have safety homes, schools and streets throughout the state.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Bureau of Criminal Identification and Information receives criminal history information from bookings, either through manual fingerprint card submission or through the Automated Fingerprint Identification System (AFIS). Additionally, the Bureau receives information on dispositions of those arrest charges, providing criminal justice agencies such as law enforcement, judges, and districts attorney with critical information to make decisions regarding the liberty of individuals and the safety of the public. All of this information is stored in the Louisiana Computerized Criminal History (LACCH) system where it is available to authorized criminal justice users.

The manual process of adding this information is time and labor intensive. Initiatives in conjunction with the Louisiana Supreme Court through their Case Management Information System will help to reduce the manual labor involved in dispositions of criminal charges. Currently, expungements are non standardized and represent an enormous task to complete. Because of the impossibility of processing them properly, the department operationally removes the entire record of an individual pending completion of the expungement order. This may take several years at the current rate. In the meantime, the offenders entire arrest and conviction record is "non-automate" meaning that agencies encountering this individual are only able to obtain the necessary criminal history information by specific request to the Bureau during weekday normal business hours only.

Availability of the information immediately provides the user agencies with this necessary information at the time of need. An increase in identification of criminals would be the logical result of availability of more accurate and timely information. This would provide not only greater safety for law enforcement in direct contact with the individuals, but also to those ancillary uses of the information.

Information contained in the LACCH database is also used to make evaluative decisions such as teacher and child care employment eligibility. Because of the lack of complete information, many requests are delayed while the information is obtained manually. This potentially could allow dangerous individuals access to our most vulnerable members we protect, children and the elderly. Additionally, because of incomplete information, checks by the National Instant Criminal Background Checks System (NICS) under the Brady Act are unable to be automatically processed. In these cases, individual agencies must be contacted for complete information within the timeframe provided for disqualification.

It is the intent of the objective to properly process all information relative to an individuals criminal history record and make it immediately available electronically to all authorized criminal justice users without manual intervention. The LACCH is approximately 20 years old and lacks the proper functionality to integrate effectively with other systems that could be used to update these records making them accessible electronically.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of requests to add criminal history received	Not Applicable ¹	Not Available ¹	Not Applicable ¹	80,000	80,000	80,000
K	Number of requests to add criminal history processed	Not Applicable ¹	Not Available ¹	Not Applicable ¹	60,000	80,000	51,000
S	Number of arrest dispositions received	Not Applicable ²	24,521	Not Applicable ²	50,000	50,000	50,000
K	Number of arrest dispositions processed	Not Applicable ²	0	Not Applicable ²	4,000	50,000 ³	3,400 ³
S	Number of expungements received	Not Applicable ²	11,394	Not Applicable ²	24,000	24,000 ³	24,000 ³
K	Number of expungements processed	Not Applicable ²	1,588	Not Applicable ²	1,000	24,000 ³	850 ³

¹ This is a new key performance indicator for 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001, and has no performance standards for FY 2000-2001 or FY 2001-2002. The department indicates that no actual data are available for FY 2000-2001. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

² This is a new key performance indicator for 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001, and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

³ The agency's continuation budget request included a request (DB 7-1) to increase the number of fingerprint technicians by 35. This request was not included in the Executive Budget recommendation. The agency states that it will have to maintain a total of approximately 5 vacant positions in the Operational Support program to provide for expenses related to increased employer share of group benefits. The proposed performance standard reflects leaving five positions vacant in this section to provide for these expenses.

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GENERAL PERFORMANCE INFORMATION: BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION, CRIMINAL RECORDS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of manual dispositions received	19,077	21,056	43,632	27,295	24,521
Number of manual dispositions processed	0	240	618 ¹	3,311 ²	4,508
Number of electronic dispositions received	0	0	0	0	0
Number of electronic dispositions processed	0	0	0	0	0
Number of other criminal history requests received	34,762	30,497	52,351	54,583	32,910
Number of other criminal history responses manually reported	34,762	30,497	52,351	54,583	32,910
Number of expungements received	9,302	9,220	8,102	9,659	11,394
Number of expungements processed	1,729	5,194	2,405	2,486	1,588
Number of criminal histories added	101,006	115,369	36,446	15,829	18,342

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7. (KEY) Through the Bureau of Criminal Identification and Information, to process 34% of civil applicant requests within 5 days or less.

Strategic Link: This operational objective relates to Strategic Objective I.10: *The Bureau of Criminal Identification and Information will process 95% of the requests for applicant criminal history information, within 5 business days by fiscal year 2004 - 2005.*

Louisiana: Vision 2020 Link: This objective indirectly contributes to Vision 2020 Objective 3.3: *To have safe homes, schools and streets throughout the state.*

Children's Cabinet Link: Not Applicable

Other Link (s): Not Applicable

Explanatory Note: The Bureau of Criminal Identification and Information processes requests for criminal history information for applicants for employment and licensing. This includes, but is not limited to teachers, day care workers, and nursing home employees. All of these are required to submit to a background check prior to being hired. In lieu of completion of the checks, the statues allow them to be temporarily employed until the check is completed. Additionally, for teachers, state law requires an additional check of the national criminal history files to ensure that there is no out of state criminal history for disqualifying convictions for those applying for employment or licensing. Currently because of a lack of resources, the Bureau of Criminal Identification and Information is not processing the additional mandated national criminal history checks.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 32 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of civil applicant requests received	Not Applicable ¹	120,576	Not Applicable ¹	100,000 ¹	100,000	100,000
K	Number of civil applicant requests processed in 5 days or less	Not Applicable ²	Not Available ²	Not Applicable ²	40,000 ²	95,000 ²	34,000 ²
K	Number of Child Protection Act requests processed through FBI	Not Applicable ³	Not Available ³	Not Applicable ³	0 ³	16,000 ³	0 ³

¹ This is a new key performance indicator for 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001, and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of year end performance, and not a performance standard. It was previously included as a general performance indicator.

² This is a new key performance indicator for 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001, and has no performance standards for FY 2000-2001 or FY 2001-2002. The department indicates that no data are available for FY 2000-2001. The value shown for existing performance standard is an estimate of year end performance not a performance standard. The FY 2001-2002 estimate of yearend performance would equate to 40% of civil applicants requests processed within five days or less. The continuation level would be 95%; and the proposed performance standard equals 34%. The agency states that it will have to maintain a total of approximately 5 vacant positions in the Operational Support program to provide for expenses related to increased employer share of group benefits. The proposed performance standard reflects leaving five positions vacant in this section to provide for these expenses.

³ This is a new key performance indicator for 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001, and has no performance standards for FY 2000-2001 or FY 2001-2002. The department indicates that no data are available for FY 2000-2001. The value shown for existing performance standard is an estimate of year end performance not a performance standard. The agency's continuation budget request included a request (DB 7-1) to increase the number of fingerprint technicians by 35. This request was not included in the Executive Budget recommendation. The agency states that it will have to maintain a total of approximately 5 vacant positions in the Operational Support program to provide for expenses related to increased employer share of group benefits. The proposed performance standard reflects leaving five positions vacant in this section to provide for these expenses.

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GENERAL PERFORMANCE INFORMATION: BUREAU OF CRIMINAL IDENTIFICATION AND INFORMATION, CRIMINAL RECORDS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of civil applicant requests processed	92,521	89,669	117,057	118,695	107,157